

FEATURING BEST PRACTICES OF STATE AGENCIES AND INSTITUTIONS OF THE COMMONWEALTH OF VIRGINIA

Work-Study Staffing Supplement

**Virginia Department of Veterans' Affairs
implemented this best practice
in 1993**

*Qualifying under the
Best Practices catalogue*

3 Provide Capabilities
32 Support resources
322 Enhance/upgrade organizational capabilities

Best Practice Summary (how it works, how you measure it)

The U. S. Department of Veterans Affairs (VA) provides veterans service organizations with work-study students to augment their staffing. Application is made to the VA describing the need for the assistance and a job description detailing the work to be done. In this instance, the work must be veteran related and is limited to providing receptionist-type duties. However, in field offices and in the Roanoke Central Office where the workload requires additional assistance, but not full-time, the work-study students provide an invaluable service by answering and directing telephone calls, greeting incoming clients, pulling files and preparing correspondence. VA pays the work-study students wages and the student must be attending a college or university using VA educational benefits. Increased efficiency in the field office is the agency's method of measuring this program's usefulness.

Impact on the Process Organizational Performance (OUTCOMES)

Office efficiency is enhanced at no cost to the Department. These individuals allow full-time employees more time to focus on the department's primary mission, which is obtaining benefits entitlements for Virginia's veterans and their families.

Best Practice Qualification

Efficiency enhancement and increased productivity in work units staffed with work-study students.

For Additional Information

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